

50135
3. A22
1997/98
Copy 2



SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES

James T. Clark, State Director, P.O. Box 1520, Columbia, S.C. 29202-1520

October 16, 1998

Mr. R. Lester Boles, Jr., Director
Office of State Budget
1122 Lady Street
NBSC Building, 12th Floor
Columbia, South Carolina 29201

Dear Mr. Boles:

Enclosed is the Fiscal Year 1997-98 Accountability Report for the South Carolina Department of Social Services. We are also enclosing this information on a diskette as requested.

We believe we have made significant improvements in this year's Accountability Report that highlights program goals and accomplishments. A consultative process which includes the State Director, Deputy State Directors, and Program Managers is used to establish the agency's mission, goals, objectives and performance measures. This has resulted in a Strategic Plan that was recently submitted to the Governor's Office and is reflected in this report. This is an ongoing process that enables the agency to maintain the proper focus as programs change. DSS is very proud of its accomplishments in supporting the citizens of South Carolina.

If you have any questions, please contact me at 734-6222.

Sincerely,

A handwritten signature in dark ink, appearing to read "Morgan F. Denny".

Morgan F. Denny, Deputy State Director
Fiscal and Administrative Management

MFD:lks

Enclosure

S. C. STATE LIBRARY

DEC 17 1998

STATE DOCUMENTS

RECEIVED

OCT 16 1998

Budget & Control Board
OFFICE OF STATE BUDGET

204

South Carolina Department of Social Services

Annual Accountability Report Fiscal Year 1997 - 1998

Building Better Lives in South Carolina

RECEIVED

OCT 16 1998
Budget & Control Board
OFFICE OF STATE BUDGET



October 1998

James T. Clark
State Director

Executive Summary

Your South Carolina Department of Social Services has accomplished a great deal in supporting the Palmetto State citizens in need. The last couple of years have seen unprecedented change in welfare policies and systems. Together we have accomplished a great deal. Our welfare caseload has dropped 58 percent since January 1995. The number of children and time in foster care has decreased dramatically and we are placing children into adoption in unprecedented numbers. Part of the foster care reduction is due to the unqualified success of the case management of the difficult therapeutic child cases with the transfer of Managed Treatment Services to DSS.

In 1995 the South Carolina State Legislature, showing immense vision, passed the Family Independence Act that has revolutionized welfare policy and placed many citizens back into the work force. The immensely positive results are being documented by quarterly follow-up reviews of former welfare recipients that have drawn national recognition.

Human and Economic Social Services are very complex programs to administer with dynamic conditions and ever changing policies and procedures. This accountability report prioritizes the major programs and outcomes accomplished by DSS staff and is intended to demystify social service spending so that rational investment decisions can be accomplished. Highlights of benchmark accomplishments are on a separate page of this report. We are committed to results and for each population served there should be return on the investment.

The Department has made significant improvements in support services for our employees. The employment function has been brought within the department and all vacancies are now advertised on the Internet. We have seen a dramatic increase in the number and quality of applicants for our positions. We implemented a new accounting system, GAFRS, that has proved very useful. Many of our support functions such as vehicle management and employee reviews have been automated.

During FY 1997-98, DSS was reviewed by the Legislative Audit Council (LAC) on the Impact of the SC Family Independence Act: 1996-1998 and by the firm KPMG Peat Marwick LLP on a Performance Audit of the SC Health and Human Services Agencies. The LAC report verified the success of the legislation's impact on welfare caseload reductions and offered reasonable recommendations for challenges remaining such as transportation. The Performance Audit reaffirmed the direction management is taking to making DSS more efficient in operations and organization.

The Department has completed and sent to the Governor's Office a five year strategic plan that will solidify the direction and formulate the objectives for the future. This plan encompasses the major programs and support services of the department and allows flexibility to react to changing dynamics in program administration.

The Department of Social Services continues to look forward to working with the Legislature, advocacy groups, other state agencies, local governments, and the private sector to ensure South Carolina continues to provide the very best service and support for our disadvantaged citizens.

For additional information on DSS programs and policies please visit our web page at www.state.sc.us/dss.

Mission

The mission of the Department of Social Services is to protect children and adults who cannot protect themselves and to help people lead independent and productive lives. We will treat all people fairly, promote dignity and self-respect, and always seek to be ethical and responsible stewards of public resources and the public trust.

Vision

A client driven organization of capable and empowered employees: setting the standard for excellence by working cooperatively through the use of:

- Quality Practices
- State of the Art Technology, and
- State and Community Partnerships

Goals

- DSS will provide services that support and strengthen the family and protect its members.
- DSS will assist clients to become independent, employed, productive citizens.
- DSS will provide services in home- and community-based settings whenever possible.
- DSS will promote health care accessibility.
- DSS will continuously improve systems and processes to achieve Department goals.

Values

- We believe the family is the foundation of society and that preserving the family is critically important and the safety of the individual members is paramount.
- We believe our first responsibility is to the clients we serve and we respect their need for privacy and dignity.
- We believe in the dignity of the individual and are totally committed to fair, honest, kind and professional treatment of all individuals and organizations with whom we work.
- We recognize and accept diversity among ourselves and others, and value the individual's right to fair and equitable treatment, in an environment free of bias and prejudice.
- We aspire to maintain high moral and ethical standards and to reflect honesty, integrity, reliability and forthrightness in all relations.

Annual Benchmarks

- In Fiscal Year 1997-98, the Agency's focus on employment and training has resulted in 17,972 job placements for welfare recipients.
- Since 1995, the state's welfare caseload has declined by 58%. The current caseload of 20,913 (September 1998 data) is the lowest in 27 years.
- While the total caseload has declined by 58%, the decline in the number of cases with at least one employable adult has been even greater. The decline in this employable caseload is 75% (September 1998 data).
- Statewide food stamp caseloads have declined as well. Since 1995, food stamp cases have declined by 8%. Additionally, the state has expanded food stamp services to the elderly by means of a joint application processing agreement with the Social Security Office.
- The State's food stamp quality control error rate for Fiscal Year 1996-97 (the latest year available) is 6.32%, which is 3.57% less than the national average of 9.88%.
- In State Fiscal Year 1997-98, the Child Support Enforcement Division increased collections by 11% over prior year totals. Historically since SFY 95, collections have increased by 44%. Total collections exceed \$155,200,000. The number of paternity's established increased by 9.5%.
- In Fiscal Year 1997-98, the number of children receiving Final Decrees of Adoption increased by 50%, from 298 in 96-97 to 446 in 97-98. The number of children placed in pre-adoptive homes increased by 15%.
- As a result of the Department's increased efforts to provide permanent homes for children, the number of children in foster care has declined 13% over the prior fiscal year.
- The Department's efforts to follow-up on welfare recipients who have left the rolls have been nationally recognized. Quarterly surveys conducted by the Department indicate that more than 60% of former recipients are employed a year after leaving welfare.

- The yearly cost analysis for the Electronic Benefits Transfer (EBT) program has been completed. The report indicates that for FY 98 the per case per month (PCPM) cost was \$2.69. This compares favorably to South Carolina's FY 98 cost cap of \$5.06 and totals a reportable yearly cost avoidance in issuance of \$3,926,037.
- In Fiscal Year 1997-98, the Agency screened 174,474 Medicaid eligible children in the Early and Periodic Screening, Diagnosis and Treatment Program (EPSDT) or 95% of its 1997-98 goal of 183,631.
- The number of infants and children receiving Medicaid in 1997-98 increased by 29% (60,642) over 1996-97 primarily due to the implementation of the Partners for Healthy Children Program. This program provides health care insurance for children in low-income families at or below 150% of the federal poverty level.

Signs of Progress . . . Indicators of Success

DSS Quick Facts, Figures, and Awards

During FY 1997-98, DSS was awarded five new federal grants totaling over \$1 million for Welfare Reform Research.

DSS was awarded the Vice-President's Government Reinvention "Hammer" Award for the South Carolina Combined Application Project (SCCAP). This award recognizes reinvention efforts which focus on developing new and creative ways to perform important government services. SCDSS received the "Hammer" Award for efficiency in joint processing of 25,000 Food Stamp cases with the Social Security Administration. The eligibility information for these single person elderly/disabled households was transferred to DSS electronically.

DSS was the only State to be nationally recognized at a White House Ceremony for National Adoption 2002 Excellence Award.

FY 97-98 Appropriation Data (In Millions)

	Appropriations	Expenditures	Balance
State	130.4	125.4	5.0
Federal	473.0	438.2	34.8
Other*	148.1	118.2	29.9
Total	751.5	681.8	69.7

*Other includes provider match, local funds, SSBG, Medicaid, and Child Care Development.

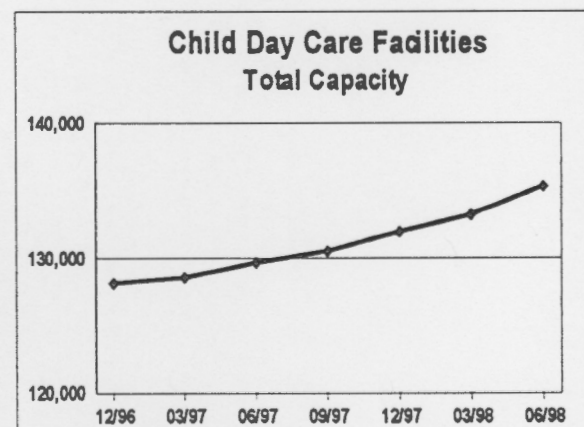
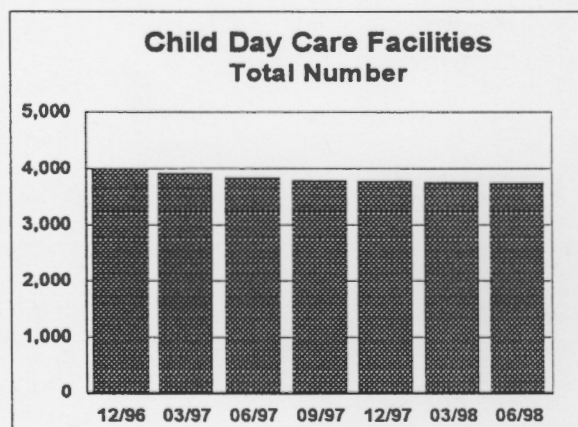
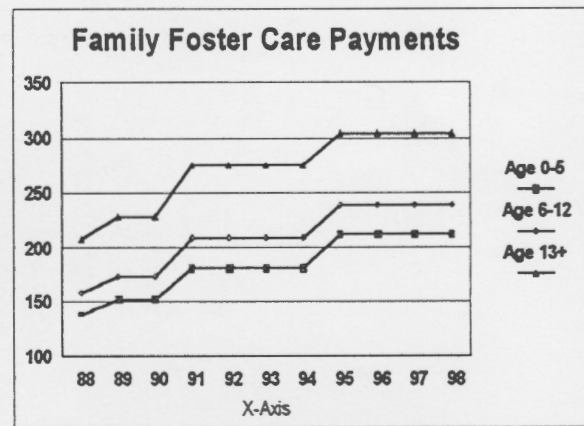
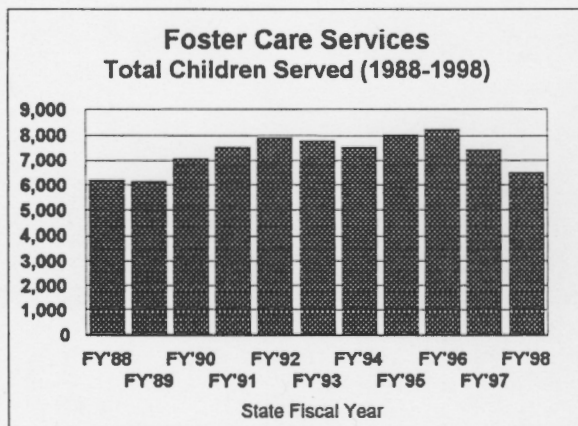
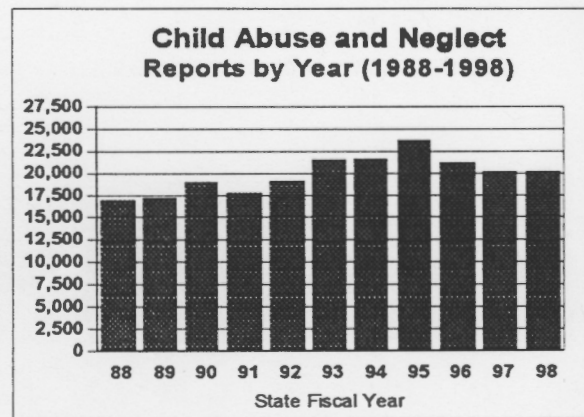
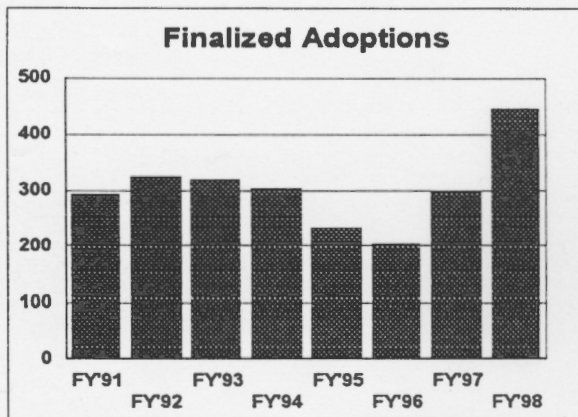
Employees (as of July, 1998)

5,098	Total FTE's
4,724	Filled Positions
	693 State Office
	3,504 County Operations
	527 Operational Support
374	Vacant Positions (7.33%)

Employee Turnover Rates

30%	Child Protective Services
13%	Medicaid Program
23%	Food Stamp Program
17%	Family Independence Program

Child Welfare Services



Child Welfare Services

Finalized Adoptions

The finalized adoptions graph shows a trend of decline in the total number of finalized adoptions from 293 in FY 1991 to 204 in FY 1996. However, finalized adoptions have increased by 118.6% to a total of 446 in FY 1998. The increase corresponds to the Department's efforts to streamline and reduce barriers to adoption.

Child Abuse and Neglect

This graph highlights the trends in child abuse and neglect reports from Fiscal Years 1988 through 1998. These trends show a steady increase from 1988 to 1995. Since 1995 however, there has been a decline in reported incidents from a high in 1995 of 23,813 to 20,280 reports in 1998. This represents a reduction of 14.8% from 1995 to 1998, but no significant change from 1997 to 1998.

Foster Care Services (Total Children Served)

This foster care services graph details the total number of children served through the Foster Care System. The graph depicts an increase in caseloads from 1988 through the 1996. The graph also points out the decrease in caseloads from a high of 8,230 in 1996 to a total of 6,477 in 1998. This represents a reduction of 21.3% and clearly parallels the child abuse and neglect reports.

Family Foster Care Payments

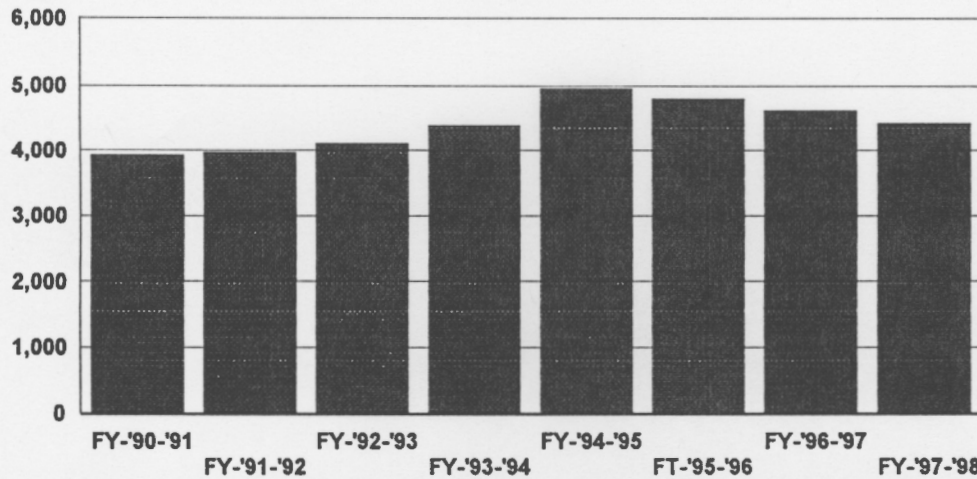
This graph charts the monthly standard board payment to foster parents (by child's age group) over the last ten years. Noteworthy is the average increase of payments of 32.1% during the four-year period ending FY 1991, followed by a 13.5% increase in FY 1995.

Child Day Care Facilities

This set of graphs shows the steady rise of total capacity in child care facilities from 128,112 in the quarter ending 12/96 to 138,055 in the quarter ending 6/98. This 7.2% increase was accomplished even with the 6.3% decrease in the total number of facilities.

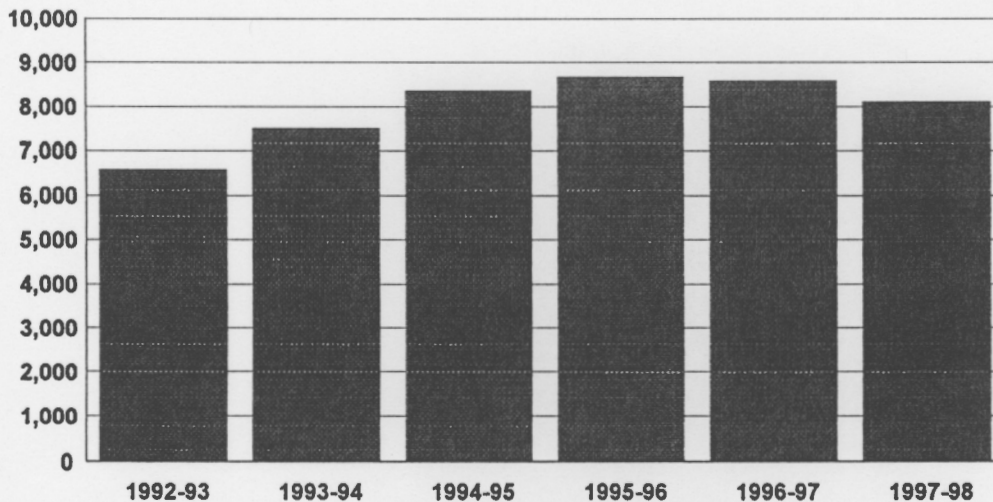
Adult Protective Services

New Clients Reported



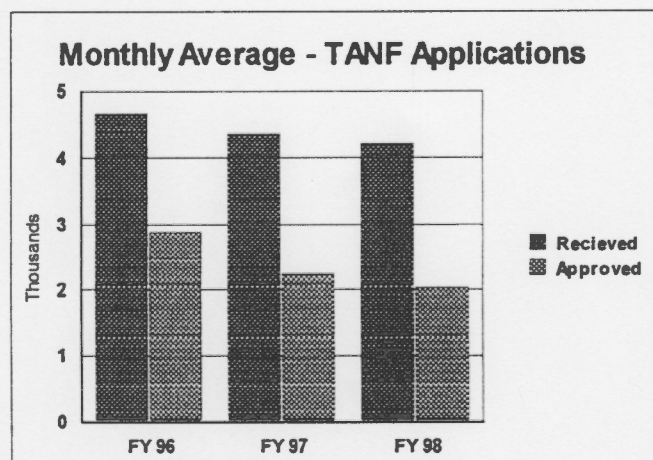
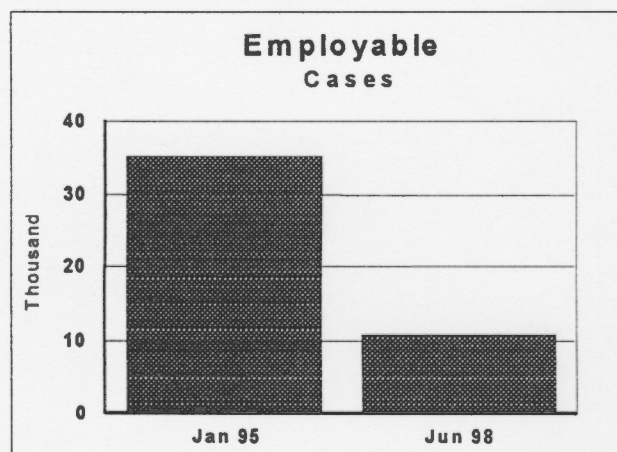
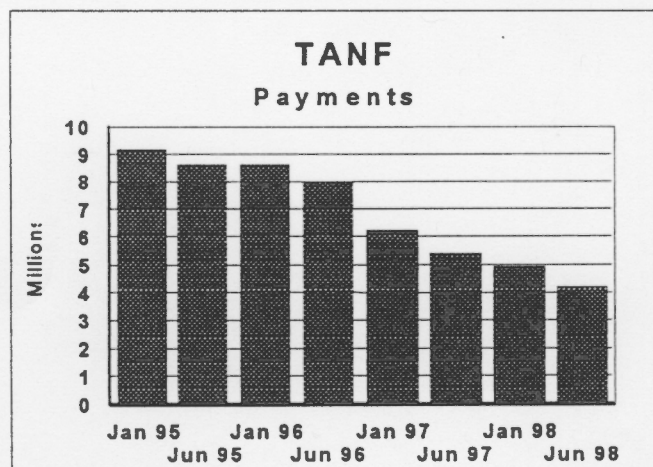
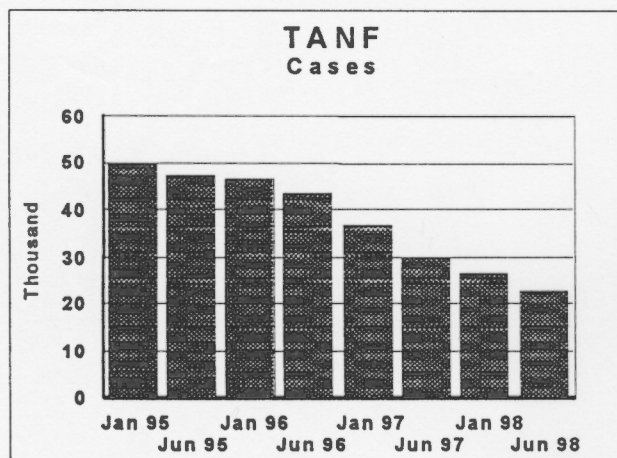
The Adult Protective Services Central Registry is used to maintain demographic data on the characteristics of new clients reported to DSS. The information is maintained by client rather than by report. (There may be multiple reports on one person.) In FY 1997-1998, 4,423 clients were reported.

Total Clients Served



In addition to the new cases being investigated, the total caseload includes clients who have been abused, neglected, or exploited and are receiving services for their protection.

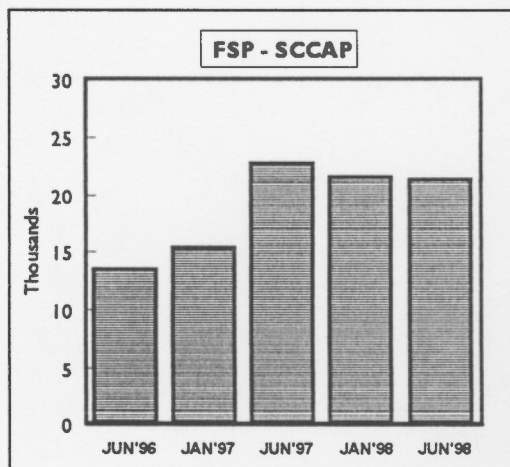
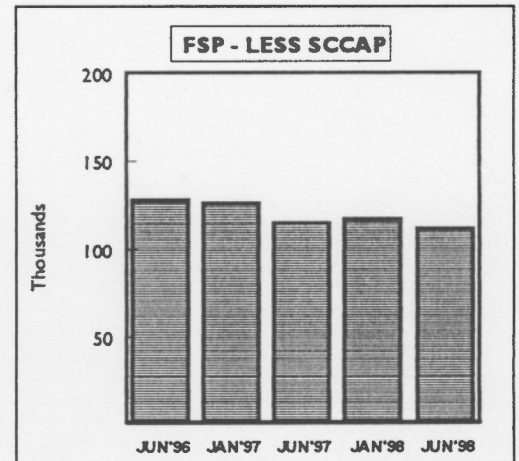
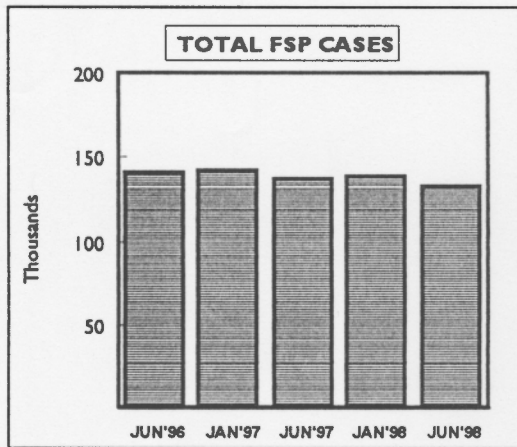
Family Independence Temporary Assistance for Needy Families (TANF)



Employable Cases

This graph reflects the clients required to participate in the TANF employment and training program.

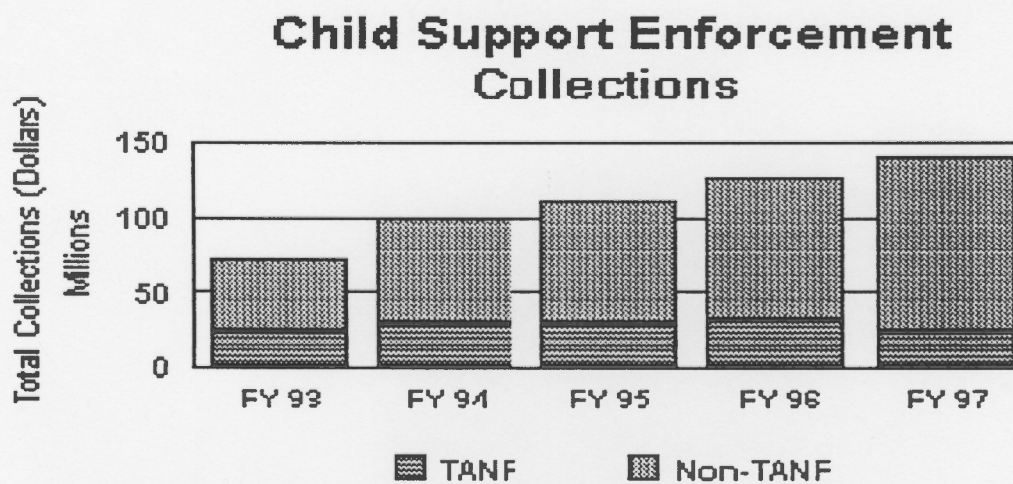
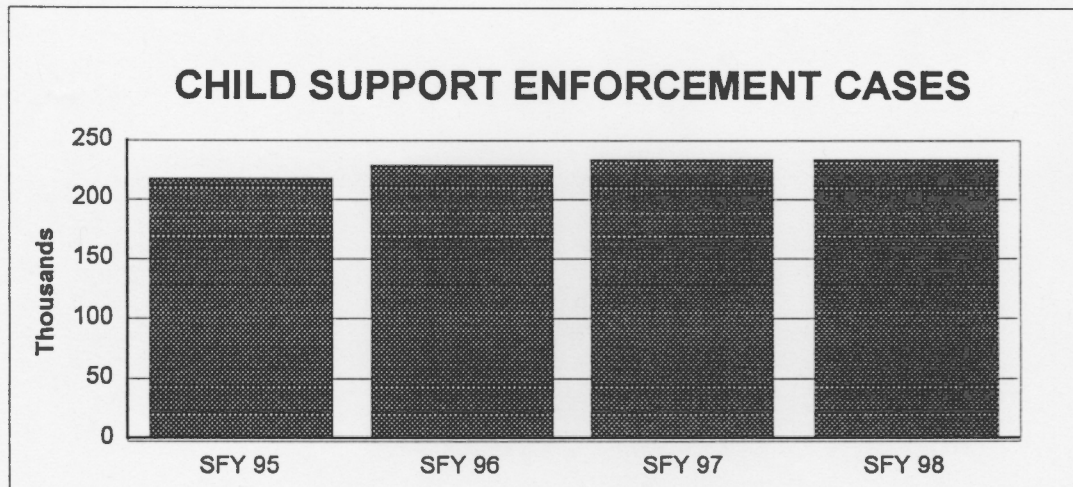
Family Independence Food Stamp Program (FSP)



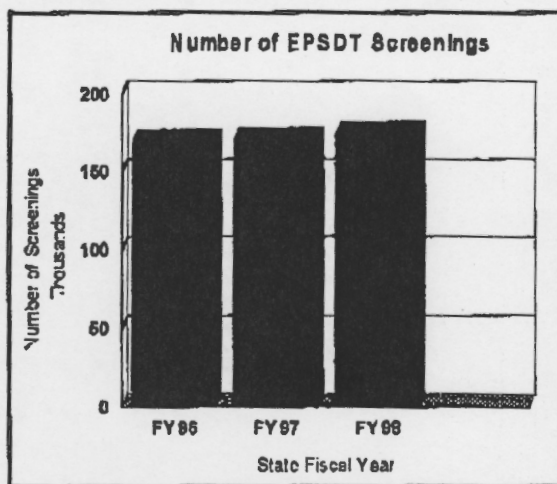
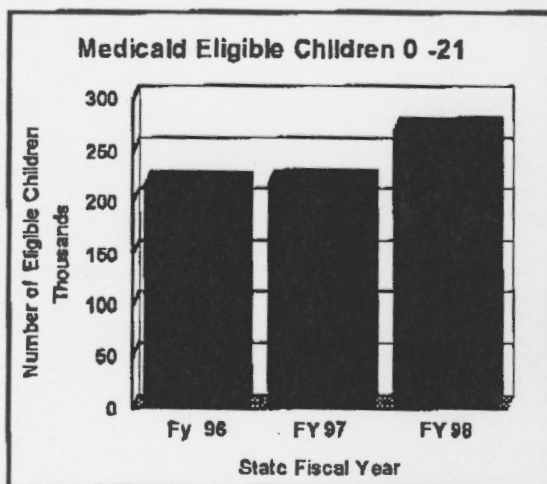
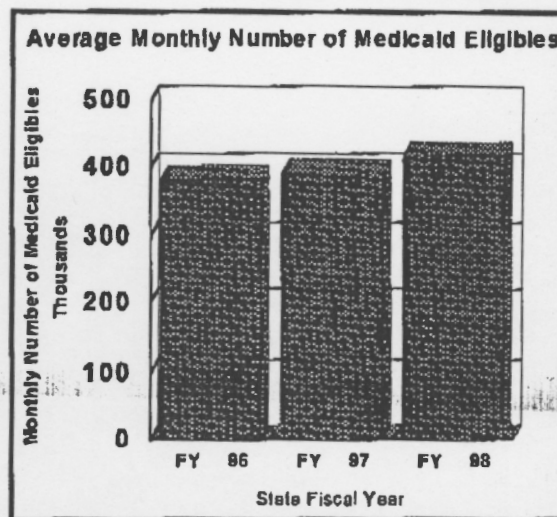
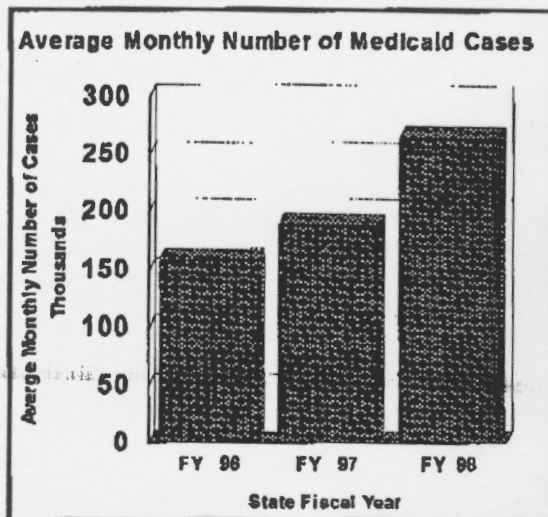
South Carolina Combined Application Project (SCCAP)

This project involves a joint processing of Food Stamp cases with the Social Security Administration for single person elderly/disabled households.

Child Support



Medicaid Eligibility



Average Monthly Number of Medicaid Cases

This bar graph represents average monthly number of cases statewide. This number excludes Social Security Income cases and Family Independence cases.

Average Monthly Number of Medicaid Eligibles

This bar graph represents the average monthly number of Medicaid eligibles statewide. These numbers include recipients in all Medicaid programs.

Medicaid Eligible Children 0 - 21

This bar graph represents the annual number of children age 0 to 21 eligible to participate in the Early and Periodic Screening, Diagnosis and Treatment Program.

Number of EPSDT Screenings

This bar graph represents the annual number of EPSDT screenings performed.

PRIORITY RANKING: 1**PROGRAM NAME:** Child Protective and Preventive Services**PROGRAM COST:**

Total: \$45,010,815

State: \$15,227,317

Federal: \$16,398,085

Other: \$13,385,413

PROGRAM GOAL:

Child Protective and Preventive Services are offered to families by the South Carolina Department of Social Services which is mandated by law to protect children from abuse or neglect within their families, in foster care, or by persons responsible for the child's welfare as defined by statute. Services are provided to strengthen families; to enable children to remain safe in the home; to temporarily remove from parental custody a child who is at imminent risk of harm; or to pursue termination of parental rights and assure the child permanency in a substitute family if the custodial family cannot be preserved without serious risk to the child.

Primary elements of this mission include:

- 1) Providing services intended to minimize harm to children and maximize the ability of families to protect and care for their own children.
- 2) Providing services for children and their families on the principle that the best child welfare is good family welfare.
- 3) Assessing allegations of abuse or neglect of children to determine if they are in need of protection. Where abuse or neglect is substantiated, these services should assure the support necessary to enable adequate family functioning or to intervene to protect children until parents are able to do so.

Child Protective and Preventive Services are child centered and family focused. They are designed to ensure that reasonable efforts are made to maintain children safely in their own home, to reunite the family as soon as possible if removal of a child or parent is necessary, and to assure permanency in an adoptive home or other permanent situation if parental rights must be terminated.

PROGRAM OBJECTIVES:

- To receive and investigate all reports of suspected child abuse and neglect.
- To identify actual and potential occurrences of abuse and neglect in all reports of suspected child abuse and neglect.
- To implement ameliorative intervention in all indicated cases in order to protect and/or prevent abuse, neglect and exploitation of children.
- To prevent disruption of the family unit and reduce the number of children placed in substitute care.

PERFORMANCE MEASURES:Workload Indicators:

	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Active child protective services cases monthly avg.	4,677	4,863	4,150
- Total child protective services clients served	9,827	8,696	8,498
- Child abuse and neglect investigations	21,211	20,260	20,280
- Indicated child abuse and neglect reports	5,850	5,100	5,467
- Out of home abuse and neglect investigations	292	295	197
- Indicated out of home abuse and neglect cases	21	37	30

Efficiency Measures:

- All intakes are responded to within 24 hours

Outcomes:

- Average days per investigation	44	38	38
- Average days from intake to data entry	8	5	5
- Decrease in reports of suspected child abuse and neglect	11%	4.5%	4.5%

PRIORITY RANKING: 2**PROGRAM NAME:** Foster Care**PROGRAM COST:**

Total: \$73,282,007 State: \$29,779,997 Federal: \$18,903,055 Other: \$24,598,955

PROGRAM GOAL:

The mission of foster care is to provide, within the framework of federal and state mandates, substitute care and supporting out-of-home services which are child centered and family focused, contribute to the protection of children, and promote children's safety and well being including services which meet their physical, social, emotional, educational, behavioral and developmental needs in a family setting.

PROGRAM OBJECTIVES:

- To increase the number of foster home placement slots.
- To reduce the current number of children in out of state residential treatment.
- To increase the number of youths, age 16 to 21, in foster care who receive individualized independent living services.
- To have the employment training initiative available on a statewide basis for foster care youths, age 16 to 21.
- Through family preservation and early reunification services, to continue the trend in decreasing the number of children in foster care.
- To decrease the number of children who have been in foster care 24 months or longer.
- To increase the number of children placed in a permanent home within 18 months.

PERFORMANCE MEASURES:

<u>Workload Indicators:</u>	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Children in foster care	5,250	4,743	4,608
- Children under age 18 in foster care 24 months or longer	2,182	2,237	2,188
- Licensed foster family homes	1,715	1,726	1,728
- Group homes	77	93	78
- Child caring institutions	25	22	33
- Child placing agencies	21	21	20
- Approximate number of children with special needs	2,074	1,459	1,213
- Youths age 16 to 21 in foster care	784	720	
- Youths age 14 to 21 in foster care			1,420

Efficiency Measures:

- Average cost for special needs placement per day	\$98.63	\$98.63	\$98.63
- Standard board rate for children age birth to age 5 per day	\$7.07	\$7.07	\$7.07
- Standard board rate for children age 6 to 12 per day	\$7.97	\$7.97	\$7.97
- Standard board rate for children age 13 and above per day	\$10.17	\$10.17	\$10.17

NOTE: Legislated board rates have not changed since FY 1994-95.

PROGRAM NAME: Foster Care (Continued)Outcomes:

-	Increase in the number of foster home placement slots	4%	1.5%	0%
-	Increase in the number of youths age 16 to 21 receiving individualized independent living services	1%	2%	
-	Youths age 16 to 21 receiving individualized independent living services			100%
-	Increase in the number of children in foster care for 24 months or longer	15%	2.5%	2.2%
-	Decrease in the number of children in foster care on a monthly average	1%	3.4%	2.8%

PRIORITY RANKING: 3**PROGRAM NAME:** Adoption and Birth Parent Services**PROGRAM COST:**

Total: \$14,809,788

State: \$6,987,576

Federal: \$4,556,535

Other: \$3,265,677

PROGRAM GOAL:

- To arrange timely and appropriate adoptive placements for children in whose best interests adoption has been considered.
- To support the adoptive family in maintaining the placement both before and after legalization.
- To assist birth parents in making permanent plans for their children; and to support adoptees, birth families, and adoptive families to resolve adoption issues.

PROGRAM OBJECTIVES:

- To provide services to children, the primary clients.
- Assess at least 600 children per year for adoptive placement.
- Recruit adoptive families for 350 children for whom no adoptive resource currently exists.
- Prepare 600 foster care children per year for potential adoptive placement; and place 500 children in adoptive homes per year.
- To provide services to birth parents who need help in developing the permanent plan for their child. Counsel and provide other services to 150 birth parents per year, who are uncertain about parenting responsibilities, on making permanent plans for their child which are in the child's best interest.
- To provide services to adoptive families both before and following legalization, in order to suitably and permanently place children.
- Receive 710 adoption applications for special needs children per year, approve 300 adoptive families for placement per year, prepare 450 new adoptive families for placement per year, supervise 500 placements of children in adoptive homes per year; and provide post adoption services to 100 families per year who have legalized adoptive placements.
- To provide post legal services (i.e., support, education and counseling) to adult adoptees, birth families, and adoptive families.
- Provide counseling and non-identifying information to 470 adult adoptees, 142 birth families, and 30 adoptive families per year.
- To manage the Certified Investigator Program for eligible persons who conduct adoptive home studies and take relinquishments according to South Carolina Law.
- To provide certification/recertification services to 300 Certified Investigators per year who conduct adoptive home studies and take relinquishments.

PERFORMANCE MEASURES:Workload Indicators:

	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Children placed for adoption	303	403	484
- Children assessed/prepared for adoption	1,226	1,359	1,653
- Adoptive families served	2,340	2,421	2,910
- Birth parents whose children need permanent plans served	195	130	102
- Adoption subsidy clients served	2,242	2,400	3,333
- Investigators certified	218	235	347

Efficiency Measures:

- Adoption subsidy rate for children age birth to age 5 per day	\$7.07	\$7.07	\$7.07
- Adoption subsidy rate for children age 6 to 12 per day	\$7.97	\$7.97	\$7.97
- Adoption subsidy rate for children age 13 and above per day	\$10.17	\$10.17	\$10.17

PROGRAM NAME: Adoption and Birth Parent Services (Continued)

<u>Outcomes:</u>	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Increase in the number of children placed for adoption	46%	33%	20%
- Increase in the number of adoptions finalized	-13%	45%	50%
- Increase in the number of families approved for adoption	11%	6%	2%
- Increase in the number of children assessed/prepared for adoption	25%	39%	22%

PRIORITY RANKING: 4**PROGRAM NAME:** Adult Protective Services**PROGRAM COST:****Total:** \$14,374,676**State:** \$6,366,273**Federal:** \$51,205**Other:** \$7,957,198**PROGRAM GOAL:**

- To investigate reports of abuse, neglect or exploitation of vulnerable adults who are unable to provide for their own care and protection and to provide protective services to these adults in order to provide for their protection in the least restrictive environment.

PROGRAM OBJECTIVES:

- Timely investigate reports of abuse, neglect, or exploitation of vulnerable adults and coordinate appropriately with law enforcement.
- Protect vulnerable adult victims by the delivery of Adult Protective Services and coordinate services from other agencies to these adults.
- Provide services in the least restrictive setting and secure custody of the adult when there is no alternative.

PERFORMANCE MEASURES:Workload Indicators:

	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Investigations	4,788	4,621	4,423
- Clients received services	8,677	8,592	8,117
- Clients taken into custody	106	125	139
- Administrative subpoenas issued	19	43	100

Efficiency Measures:

- Increase in administrative subpoenas	12%	124%	133%
--	-----	------	------

Outcomes:

- Increase in new clients taken into custody. Cases have become more difficult and it has become necessary to secure custody of the more vulnerable adults in order to protect them.	2%	3%	4%
--	----	----	----

PRIORITY RANKING: 5**PROGRAM NAME:** Family Independence (FI)**PROGRAM COST:**

Total: \$115,236,210 State: \$44,816,433 Federal: \$65,989,824 Other: \$4,429,953

PROGRAM GOAL:

- To develop, provide and/or coordinate services that aid FI recipients in maintaining their highest level of economic independence in response to the manpower needs of the state.
- To provide temporary cash assistance to eligible citizens, to improve the quality of life of these citizens, and to assist these families to obtain self-sufficiency by helping them to obtain full-time and part-time employment.
- To cultivate an understanding of FI employment efforts among public and private sectors; market advantages and incentives contained in FI as a reason to place FI clients in jobs; and to serve as a partner with county DSS office by providing resources to reach employability and job placement objectives.
- To promote economic self-sufficiency and social self-reliance for refugees after they have entered South Carolina through employment services; cash and medical assistance, English as a Second Language; vocational training; and socio-cultural, home management, and economic adjustment counseling services.
- To prevent subsequent parenting among South Carolina male and female TANF recipients ages 9 through 19. The Young Parent Program seeks to prevent subsequent parenting by encouraging abstinence; increasing the number of students who return to school; increasing options for self-sufficiency; and reducing the need for Child Protective Services.

PROGRAM OBJECTIVES:

- To provide and/or refer all eligible FI recipients to appropriate education, training and other employability development services during the 1997-98 state fiscal year.
- To create and facilitate employment education and training opportunities for FI/FS clients; to market FI and its employment focus to employers, community leaders and regional and county staff
- To require, monthly, at least 50% of all eligible parents in a two-parent family receiving FI benefits to participate in a work experience or OJT assignment during the 1997-98 federal fiscal year
- To provide FI Employment and Training Program participants the necessary child care and other supportive services that will enable them to participate in program activities and obtain and maintain suitable employment.
- To place adults in FI families into employment that leads to self-sufficiency, thus terminating their welfare assistance.
- To correctly determine eligibility for FI benefits for low-income families to purchase shelter, clothing, and other basic necessities. Applications will be processed within state mandated time frames to enable low-income families to participate in the program promptly.
- To provide employment services and counseling to help refugees become employed and obtain self-sufficiency. Through contracts with local health service providers, to provide medical screenings and to refer them to appropriate service providers for further treatment if needed.
- To provide English as a Second Language classes and driver's education classes to enhance employment opportunities and increase social self-reliance for refugees.
- To provide targeted services to pregnant and parenting recipients under the age of 20 to ensure they delay subsequent pregnancies and complete their education.
- To encourage the involvement and support of both teen parents in all parenting activities.
- To strengthen the capacity of families in recognizing and meeting the need of teens through improved parent/child communications.
- To assist in maximizing individual strengths, abilities, aptitudes and interests of the adolescents by providing coordinated services and program components which will encourage school participation.

PROGRAM NAME: Family Independence (FI) (Continued)**PERFORMANCE MEASURES:**

<u>FI Workload Indicators:</u>		<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
-	Average number FI cases per month	46,678	37,581	26,626
-	Average number FI children served per month	90,150	72,815	50,947
-	Average number FI recipients served per month	131,371	97,899	68,233
-	Total FI payments (Green Book)	\$102,749,328	\$79,572,590	\$58,612,465
-	Average monthly number of pregnant and parenting TANF recipients ages 9-19 from October 1997 to June 1998	NA	NA	716

Efficiency Measures:

-	Average child care cost per child per month	\$243	\$236	\$236
-	The Young Parent Program has not been in existence for a full fiscal year, therefore efficiency measures are unavailable.			

Outcomes:

-	Average number of children receiving child care services per month	3,016	7,941	10,620
-	Total FI Employment and Training participants	29,850	21,023	15,705
-	Number of jobs obtained			
-	- Full-time	NA	16,727	12,851
-	- Part-time	NA	5,531	5,121
-	Average hours per week			
-	- Full-time	NA	36.24	36.21
-	- Part-time	NA	23.07	22.50
-	Average wages per hour	NA	\$5.46	\$5.78
-	Average monthly caseload	46,263	37,581	26,134
-	Average monthly child only caseload	NA	NA	9,251
-	Average monthly disabled caseload	NA	NA	1,466
-	Average monthly mandatory caseload	NA	NA	15,417
-	Employment and training participation rates			
-	- All cases	NA	39.0%	47.3%
-	- Two parent cases	NA	42.2%	72.5%
-	The Young Parent Program was implemented in January 1998 in six counties. These counties were among the top 15 counties in the State with the highest pregnancy rates. The program has not been in existence for a full year; therefore outcome measures are unavailable at this time. Projected outcomes are as follows:			
-	- Decrease in the number of subsequent pregnancies/parenting			
-	- Increase in the number of clients returned to school.			

PRIORITY RANKING: 6**PROGRAM NAME:** Child Support Enforcement**PROGRAM COST:**

Total: \$39,567,600 State: \$6,152,537 Federal: \$22,738,423 Other: \$10,676,640

PROGRAM GOAL:

- To ensure that all children who are in need of financial assistance from their parents receive such assistance regardless of their circumstances. The Child Support Enforcement Division (CSED) accomplishes this goal through provision of the following services: location of noncustodial parents, establishment of paternity, establishment and enforcement of support obligations, and collection and disbursement of child support payments.

Child support enforcement services are available to any individual and are required for families receiving Temporary Aid for Needy Families (TANF), Foster Care and Medicaid. Child support services are also available to any Non-TANF individual who completes an application and submits it to CSED.

PROGRAM OBJECTIVES:

- For each subsequent fiscal year, to increase the number of children for whom paternity is established.
- For each subsequent fiscal year, to increase the number of child and medical support obligations established.
- For each subsequent fiscal year, to increase the number of noncustodial parents located and to establish and enforce support obligations for those parents.
- For each subsequent fiscal year, to increase collections of child support.

PERFORMANCE MEASURES:

<u>Inputs:</u>	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Number of FTE's	263	270	270
- Caseload	230,156	235,592	234,233
<u>Outputs:</u>			
- Paternity's established	8,162	12,667*	13,968
- Support orders established	9,989	13,148	13,580
- Noncustodial parents located	33,596	44,495	48,976
- New hire referrals	N/A	42,430	342,489
- Licenses revoked	N/A	292	1,244
- Total collections	\$124,686,976	\$138,299,870	\$155,230,497

*This figure was incorrectly reported as 14,069 in last year's report.

Outcomes:

- The most recent statistical information (FFY 97) concerning child support enforcement nationally, (Administration for Children and Families "Child Support Enforcement FY 1997 Preliminary Data Report") indicates that the amount of collections made per full time CSED employee (FTE) was \$259,326, while in South Carolina the total was \$457,947 for the same period and \$574,928 for SFY 98. Increases in paternity and support order establishments are due to CSED's use of administrative process which allows CSED attorneys and child support specialists to secure a support order and an admission of paternity without direct involvement of the family court. While CSED caseloads have decreased in the last SFY, all other areas of production have increased. CSED staff has not increased since CSED's implementation of the following new programs: New Hire Reporting, License Revocation, and In Hospital Paternity Establishment.

PROGRAM NAME: Child Support Enforcement (Continued)

- The OCSE has been instrumental in assisting TANF recipients' transition from reliance on state and federal assistance to family independence. Since inception of the family independence program in January of 1995, the state TANF caseload has decreased by 58%. This significant decrease in the economic services caseload is, however, not reflected in CSED's caseload. Few former TANF recipients request closure of their child support cases. Instead more reliance is placed upon the receipt of child support upon termination of financial family assistance from DSS.

Efficiency/Process:

- CSED collects \$3.52 in child support for every dollar expended.

Quality:

- The number of cases processed successfully by CSED as indicated by the statistics above and the percent of increase in virtually all areas of endeavor are currently the only basis for judging quality of service by CSED.

PRIORITY RANKING: 7**PROGRAM NAME:** Family Independence/Food Stamp Program**PROGRAM COST:**

Total: \$302,576,029 State: \$14,358,854 Federal: \$284,906,736 Other: \$3,310,439

PROGRAM GOAL:

- To promote the general welfare and to safeguard the health and well-being of the State's population by the issuance of USDA food supplement benefits through Electronic Benefit Transfer (EBT) that support the recipients' need for food.
- To involve able-bodied food stamp recipients in meaningful work-related activities (i.e. education, vocational training, job search, etc.) that will lead to gainful employment and a decreased dependency.

PROGRAM OBJECTIVES:

- Correctly determine eligibility for food stamp benefits for low-income citizens of South Carolina to meet federal and state eligibility requirements. Benefits will enable these families to purchase basic necessities in the form of food products. Applications will be processed within federally-mandated time frames to enable eligible low-income families to participate in the program promptly.
- EBT changed the delivery method of food stamp benefits from a paper coupon to an electronic method that ensures benefits are being used to enhance the nutritional needs of families in South Carolina. EBT trained clients are now using 96-98% of their benefits in authorized food stores during the month of issuance compared to 78% under the paper method.

PERFORMANCE MEASURES:

<u>FI Workload Indicators:</u>		<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
-	Average number of total food stamp households served per month	138,457	140,330	137,041
-	Average number of total food stamp recipients served per month	356,224	353,630	336,824
-	Average number of one person SCCAP food stamp households served per month	NA	18,773	21,582
-	Total payments by Food Stamps	\$296,665,284	\$299,449,829	\$268,032,371
-	Counties served by Food Stamp Employment and Training (FSE&T) Program	26	26	46

Outcomes:

-	Food Stamp cumulative error rate	6.16%	6.32%	NA*
---	----------------------------------	-------	-------	-----

*Not available for at least six months after the close of the federal fiscal year.

L04

DEPARTMENT OF SOCIAL SERVICES

PRIORITY RANKING: 8

PROGRAM NAME: Medical Eligibility

PROGRAM COST:

Total: \$30,472,672 State: \$1,784,111 Federal: \$-0- Other: \$28,688,561

PROGRAM GOAL:

- To successfully continue to assist welfare clients to achieve appropriate access to medical care via the Medicaid Program.

PROGRAM OBJECTIVES:

- Medicaid Program effectiveness will ultimately be measured in terms of the numbers of individuals and families helped to become eligible for Medicaid services.
- The Partners for Healthy Children Program was initiated in August 1997 to supplement the State's effort to make health coverage available to uninsured children in low income families. Previous state income limits for children 1 to 6 years of age was 133% of the federal poverty level and 6 to 13 years of age at 100% of the federal poverty level. The implementation of Partners for Healthy Children Program raised income limits to 150% of the federal poverty level for children for children 1 to 18 years of age. The application process for this program is streamlined and a one-page application is used.

PERFORMANCE MEASURES:

	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Partners for Healthy Children: Children approved (This program was implemented in FY 1998.)	-	-	51,126

External Performance Indicators:

Medicaid eligibility determination and maintenance of programs

- Average monthly caseload*	156,786	188,486	265,889
- Average monthly caseload for approvals	NA	7,468	14,731
Medicaid eligible individuals served:	384,187	383,959	420,961
- Children under one served	26,427	26,769	28,152
- Children age 1 to 6 served	72,146	71,146	79,996
- Children age 6-21 served	120,328	121,785	162,678
- Total Medicaid eligible children served	210,380	210,184	270,826
- Adults served	173,807	173,775	150,135

*Number of Medicaid cases does not include SSI and FI cases.

Recipient Data Management functions:

Maintenance of State Data Exchange Program

- Monthly average SSI Medicaid participants	111,486	113,231	111,643
- Number of emergency SSI Medicaid certifications	2,782	1,737	2,457

Maintenance of State Buy-In function -

Under the Buy-In Program, the agency assumes responsibility for payment of Medicare Part A and B premiums for all Medicaid/Medicare eligibles

- Annual number of SSI Buy-In enrollments	8,068	7,721	7,458
- Annual non-SSI Buy-In accretions - Under the SDX Program, Medicaid coverage to individuals certified for Supplementary Security Income (SSI) benefits	12,016	16,086	12,732
- Annual number of Medicare Part A eligibles	1,934	1,924	1,839

PROGRAM NAME: Medical Eligibility (Continued)**Maintenance of Tolerant Error Rate Posture (3% or below)**

- To avoid federal sanctions	0.69%	1.42%	0.00%
------------------------------	-------	-------	-------

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program - To identify and correct health problems of eligible children

- Annual screening goal	208,427	189,243	183,631
- Number of screenings achieved statewide	177,615 (85%)	171,061 (90%)	174,474 (95%)
Annual goal 97-98			

Internal Workload Indicators:**Medical disability determination:**

- Disability referrals received from county	5,390	6,406	6,465
- Disability determinations provided to county staff	5,050	6,207	6,447
- No decisions/claims returned	16	11	6

PRIORITY RANKING: 9**PROGRAM NAME:** Homemaker Services**PROGRAM COST:**

Total: \$3,964,527

State: \$1,380,983

Federal: \$-0-

Other: \$2,583,544

PROGRAM GOAL:

The goal of the Homemaker Services Program is to assist individuals and families with activities of daily living and home management in order to overcome specific barriers.

PROGRAM OBJECTIVES:

- To provide assistance with activities of daily living, personal care, home management, and teaching of parenting skills and management of household tasks.

PERFORMANCE MEASURES:Workload Indicators:

	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Clients received services	3,077	3,208	3,105
- Units of service provided	195,236	195,186	187,269

Efficiency Measures:

- Decrease in number of clients served without a decrease in units per client.	NA	NA	103
--	----	----	-----

Outcomes:

- Increase in number of children and adults in need of protection who received Homemaker Services	NA	NA	11%
---	----	----	-----

PRIORITY RANKING: 10**PROGRAM NAME:** Battered Spouse**PROGRAM COST:**

Total: \$1,743,421 State: \$1,074,992 Federal: \$462,333 Other: \$206,096

PROGRAM GOAL:

- Provision of resources, monitoring, training and technical assistance to family violence intervention agencies in the delivery of emergency shelter, counseling, and related prevention services to battered women, their children and offenders.

PROGRAM OBJECTIVES:

- To make emergency shelters and/or appropriate services accessible for abused women and their children.
- To provide locally based crisis counseling and advocacy services in every county of the state.
- To make counseling and related intervention services available to offenders.
- To provide community education and training for professionals providing services to battered women, their children and offenders.

PERFORMANCE MEASURES:

<u>Workload Indicators:</u>	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Emergency shelters funded	13	14	13
- Intervention centers for offenders funded	4	5	5
- Individuals received emergency shelter	5,709	3,660	2,829
- Battered women and children received counseling services	17,293	17,319	9,909
- Offenders received counseling services	778	798	2,371
- Workshops, presentations, and speaking engagements related to domestic violence issues held	2,116	2,118	1,514

Efficiency Measures:

- Decrease in the number of individuals receiving emergency shelter	NA	16%	8%
- Decrease in the number of persons denied emergency shelter due to lack of space	65%	11%	42%

Outcomes:

- Improved access to services for family violence victims, relevant family members, and abusers	NA	NA	25%
- Reduction of the number of families denied emergency shelter due to lack of space	NA	NA	50%
- Reduction of the need for emergency shelter readmissions	NA	NA	30%

PRIORITY RANKING: 11

PROGRAM NAME: Family Independence/Youth Programs
(Teen Companion Program)

PROGRAM COST:

Total: \$11,390,076 State: \$463,078 Federal: \$-0- Other: \$10,926,998

PROGRAM GOAL:

- To reduce the rate of adolescent parenting in South Carolina families participating in the Family Independence (FI) or Medical Assistance Only (MAO) programs, through an abstinence-based approach. Through age appropriate discussions, the program seeks to encourage adolescents to abstain from sex until marriage.

PROGRAM OBJECTIVES:

- To increase the number of FI/MAO recipients who enroll in the Teen Companion Program by 10%.
- To ensure that at least 99% of the participants do not parent during FY 1997-98.
- To ensure that participants who need tutorial assistance will be referred to appropriate programs for assistance.
- To increase weekly Group Health Education session participation and ensure that all participants will receive Individual Health Education sessions. Needs Assessment and Intervention Case Plan services will be accurately completed on 100% of the persons accepted as referrals into the program. This will ensure that 100% of the participants that are in need of services from other agencies or entities are referred to appropriate sources.

PERFORMANCE MEASURES:

<u>Workload Indicators:</u>	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Average monthly parents participating	573	658	946
- Average monthly males participating	2,319	2,742	2,922
- Average monthly females participating.	2,977	3,426	3,538

Efficiency Measures:

- Cost per participant	\$1,561	\$1,517	\$1,731
------------------------	---------	---------	---------

Outcomes:

- Total teens participating	5,296	6,168	6,698
- Participants who have parented	27	54	47
- Average monthly tutorial referrals	132	98	101
- Average monthly other referrals, e.g., EPSDT, Youth Services, Mental Health, Health Clinic, other DSS agencies, Alcohol and Drug	95	109	63

PRIORITY RANKING: 12**PROGRAM NAME:** Food Service Operations**PROGRAM COST:**

Total: \$27,888,416 State: \$232,016 Federal: \$27,653,544 Other: \$2,856

PROGRAM GOAL:

The Emergency Food Assistance Program (TEFAP) - to provide USDA commodities to low income households, soup kitchens, shelters for the homeless and other eligible organizations for use in providing on-site meals.

Child and Adult Care Food Program (CACFP) - to initiate, maintain, and expand nonprofit nutritious food service programs for children or adult participants in nonresidential institutions which provide care.

Summer Food Service Program (SFSP) - to provide nutritious meals to children from needy areas during school summer vacations.

PROGRAM OBJECTIVES:

- TEFAP - to develop and implement a more efficient system of distributing commodities to eligible individuals in each of the 46 counties.
- CACFP - to provide training and necessary technical assistance to centers and sponsoring organizations participating or desiring to participate in the Child and Adult Care Food Program; to reimburse child care and adult care institutions/sponsoring organizations for meals served to eligible participants.
- SFSP - to provide training and necessary technical assistance to sponsors and food service management companies participating or desiring to participate in the Summer Food Service Program; to reimburse sponsors for meals served to eligible children; to expand the SFSP into unserved areas within the state.
- All programs - to assure quality of service and compliance with program standards through mandated administrative reviews.

PERFORMANCE MEASURES:

<u>Workload Indicators:</u>	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
The Emergency Food Assistance Program (TEFAP):			
- Value of food distributed	\$836,145	\$1,033,072	\$1,307,926
Child and Adult Care Food Program (CACFP):			
- Training meetings conducted	54	54	53
- Technical assistance visits conducted	NA	119	72
- Claims for reimbursement processed	2,700	2,869	3,194
- Average participants served	25,880	26,496	28,005
Summer Food Service Program (SFSP):			
- Training meetings conducted	NA	2	4
- Technical assistance visits conducted	NA	12	14
- Claims for reimbursement processed	NA	147	147
- Average participants served daily	68,034	65,899	71,848
- Public releases/community displays	NA	2	4
- New sponsors	NA	3	5

PROGRAM NAME: Food Service Operations (Continued)**All Programs:**

-	Administrative reviews conducted	173	123	146
-	Site visits conducted	NA	257	343

Efficiency Measures:**TEFAP:**

-	Average distribution cost for 2,162,942 pounds		\$.26/lb	
-	Average distribution cost for 2,274,629 pounds			\$1.34/lb.

Outcomes:**TEFAP:**

-	Increase in the value of food distributed	NA	19%	12.25%
---	---	----	-----	--------

CACFP:

-	Increase in the average participants served	NA	2%	5%
-	Increase in the number of claims	NA	4.7%	10%

SFSP:

-	Increase in the number of training meets conducted	NA	NA	50%
-	Increase in public awareness (displays)	NA	NA	50%
-	Increase in average participants served daily	NA	NA	12.08%
-	Increase in the number of sponsors approved for participation	NA	25%	12.25%

PRIORITY RANKING: 13**PROGRAM NAME:** Day Care Licensing and Regulatory Services**PROGRAM COST:**

Total: \$1,807,260 State: \$368,552 Federal: \$221,131 Other: \$1,217,577

PROGRAM GOAL:

The Division of Child Day Care Licensing and Regulatory Services is mandated by law to establish statewide minimum regulations for the care and protection of children in child day care facilities, to insure maintenance of these regulations and to approve administration and enforcement to regulate facilities in such facilities.

In order to meet this mandate, elements of the program include:

- 1) Providing technical assistance and consultation to potential and current child day care providers.
- 2) Coordinating and administering issuance of regulatory permits of operation to child day care facilities.
- 3) Imposing negative sanctions, including sending deficiency correction notices, requiring corrective action plans, denying an original or renewal application, withdrawing registrations, and revoking licenses.
- 4) Conducting unannounced supervisory visits to monitor compliance with statute and regulations.
- 5) Serving as support staff to the State Advisory Committee on the Regulation of Child Day Care Facilities, members being appointed by the Governor, and who must advise and consent to any proposed changes in regulations for facilities.

PROGRAM OBJECTIVES:

- To investigate all regulatory complaints in a timely manner and follow-up as appropriate based upon the results of the investigation.
- To coordinate completion of inspections with appropriate state agencies including the State Fire Marshal and the Department of Health and Environmental Control.
- To ensure all facilities are in compliance with statutory and regulatory requirements.
- To issue appropriate regulatory permits in a timely and efficient manner as mandated by law.
- To assist child day care providers in ensuring the health and safety of children enrolled in facilities.
- To assist Child Protective and Preventive Services as appropriate when a child abuse or neglect report is made against a child day care facility.
- To participate in fair hearings/appeals of those facilities which have had regulatory permits of operation denied, withdrawn or revoked.
- To assist the General Public in locating child day care.
- To provide training to child day care workers in interpretation and implementation of regulations.

PERFORMANCE MEASURES:

<u>Workload Indicators:</u>	<u>SFY 1996</u>	<u>SFY 1997</u>	<u>SFY 1998</u>
- Child day care facilities monitored and regulated by staff, including:			
- Licensed centers	3,912	3,878	3,753
- Licensed churches	1,285	1,283	1,340
- Registered churches	46	48	65
- Family day care homes	316	318	310
- Licensed group day care homes	1,894	1,865	1,685
- Regulatory complaints received and investigated	371	364	353
- Number of these complaints found to be valid	416	410	405
- State and federal fingerprint results completed	177	201	139
	19,017	20,790	9,619

PROGRAM NAME: Day Care Licensing and Regulatory Services (Continued)Efficiency Measures:

- | | | | | |
|---|--|----|-----|-----|
| - | All licenses, registrations, approvals issued within the 90-day period required by statute | | | |
| - | Regulatory complaints investigated within five working days of receipt of the complaint – decrease/delays due to staff vacancies | NA | 97% | 97% |

Outcomes:

- | | | | | |
|---|---|----|-----|-----|
| - | New facilities licensed/registered by the Division, including provision of technical assistance and consultation by regulatory staff | NA | 473 | 527 |
| - | Facilities closed. Closures due to providers voluntarily closing - no longer keeping children and closure by the Department as a result of non-compliance with statute and/or regulations | NA | 400 | 617 |